

T-02724A-13-0416



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

ORIGINAL

Opinion No. 2014 - 115410

Date: 3/12/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Arizona Corporation Commission

DOCKETED

MAR 13 2014

Complaint By: First: Dr. Al Last: Poskanzer

Account Name: Dr. Al Poskanzer

Home:

Street:

Work:

City: Prescott

CBR:

State: AZ Zip: 86305

is:

DOCKETED BY	
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Utility Company: Table Top Telephone Company, Inc.

Division: Telephone

Contact Name: Matthew Boos

Contact Phone:

Nature of Complaint:

***** T-02724A-13-0416 *****

RECEIVED
2014 MAR 13 A 8:50
CORP COMMISSION
DOCKET CONTROL

Customer sent the following -

RE: Docket No. T-02724A-13-0416

Dear Sirs:

I am writing this letter in response to the attached Public Notice.

Before you consider the requested increase in rates as requested by Table Top Telephone Company, please be aware that their telephone service is substandard and leaves much to be desired. Additionally, Table Top's local calling areas are so limited that most calls that would be expected to be local are actually long distance calls. This necessitates a separate long distance service at additional expense increasing subscribers costs to unacceptable levels.

There are also a number of issues associated with Table Top that demand close attention by the Arizona Corporation Commission as follows:

Incompleted incoming calls:

We first experienced problems with Table Top's service when callers informed us that when attempting to call our number, the call could not be completed. They got a message saying our number was not in service. In other instances, callers received a recording that our number was disconnected! This is actually a very serious matter because, in the case of an emergency, failure of telecommunications can mean life or death. I must stress that this is not simply a problem with our individual service. Attached to this letter is a series of e-mails from

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other subscribers with the same problems. When taking this matter up with Table Top, The explanation that has been consistently given is that the problem is due to "least cost routing" by the other providers and Table Top has repeatedly declined to accept responsibility saying it is the responsibility of the other provider. However, upon investigation, we have learned that subscribers to other local phone providers have not experienced this problem. Therefore it has some uniqueness to Table Top's service. Moreover, it should also be Table Top's responsibility to represent our needs with ALL other providers and to take whatever measures are appropriate with all other providers to prevent least cost routing policies and procedures from blocking phone calls to subscribers. Table Top has repeatedly claimed that the problem is with long distance calls only, but we have also experienced the issue with local callers.

Exclusivity:

We live in the community known as Inscription Canyon Ranch north of Prescott. This community along with a number of neighboring communities have our local phone service from Table Top. In these localities; and for an unknown reason, Table Top has exclusive rights to provide local phone service preventing rate payers from obtaining phone service from any other provider. When we called Cable One to subscribe to their digital phone service, we were told they could not provide service to us because Table Top had the exclusive rights in our area. We were never able to learn the origins of this right except that it is referred to as the "Inscription Canyon Rate Center." Such a right of exclusivity was never subjected to public comment or approval. Consequently, ratepayers in this "rate center" are stuck with the sub-standard service that Table Top provides and all the while, Table Top has made no effort whatsoever to resolve the problems. This is anti-competitive and is simply unfair. Consumers should have a choice of vendors for such services!

The fact that we are simply stuck with poor phone service underscores the need for competition in this area. Right now, there is none and that is simply anti-American! What is needed here is an investigation into why Table Top was permitted this exclusivity in the first place and such exclusivity must be rescinded. Given the deficient service coupled with their exclusivity in this area, we must have a choice of telephone service providers. Therefore, we are respectfully requesting that Table Top's exclusivity in this area be removed so that we would be free to choose telephone service from whatever vendor we want.

Before you even consider Table Top's request for a rate increase, please consider removal of Table Top's exclusivity as well as close monitoring of Table Top's customer service. Such measures should precede any increase in their rates.

If any member of the Arizona Corporation Commission would like to discuss this matter further, I may be reached me at _____ or at _____

Thank you,

Dr. Al Poskanzer

Prescott, AZ 86305

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Entered for the record and filed with Docket Control.

ALSO E-MAILED COMPLAINT #2014-115411 TO THE COMPANY FOR A RESPONSE.

End of Comments

Date Completed: 3/12/2014

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